

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of:  
Roundtree et al.

Application No.: 10/589,593

Confirmation No.: 9896

Filed: July 25, 2008

Art Unit: 2617

For: USER INTERFACE METHODS, SUCH AS  
FOR CUSTOMER SELF-SUPPORT ON A  
MOBILE DEVICE

Examiner: S. M. D'Agosta

**THIRD SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT (IDS)**

MS Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

Pursuant to 37 CFR 1.56, 1.97 and 1.98, the attention of the Patent and Trademark Office is hereby directed to the references listed on the attached PTO/SB/08. It is respectfully requested that the information be expressly considered during the prosecution of this application, and that the references be made of record therein and appear among the "References Cited" on any patent to issue therefrom.

This Information Disclosure Statement is filed before the mailing date of a first Office Action on the merits as far as is known to the undersigned (37 CFR 1.97(b)(3)).

In accordance with 37 CFR 1.98(a)(2)(ii), Applicant has not submitted copies of U.S. patents and U.S. patent applications. Applicant submits herewith copies of foreign patents and non-patent literature in accordance with 37 CFR 1.98(a)(2).

The applicants direct the Examiner's attention to the following related co-pending or issued applications of the present application's assignee.

Appl. No./ Patent No.	Filing Date	Attorney Docket No.	Title
11/063,663	22-Feb-2005	71007-8001.US02	CALL INTERCEPT METHODS, SUCH AS FOR CUSTOMER SELF-SUPPORT ON A MOBILE DEVICE
11/765,387	19-Jun-2007	71007-8001.US03	CALL INTERCEPT METHODS, SUCH AS FOR CUSTOMER SELF-SUPPORT ON A MOBILE DEVICE
11/765,369	19-Jun-2007	71007-8001.US04	CALL INTERCEPT METHODS, SUCH AS FOR CUSTOMER SELF-SUPPORT ON A MOBILE DEVICE
12/720,624	09-Mar-2010	71007-8001.US05	CALL INTERCEPT METHODS, SUCH AS FOR CUSTOMER SELF-SUPPORT ON A MOBILE DEVICE
11/575,058	28-Dec-2007	71007-8003.US01	SECURE MOBILE DEVICE SOFTWARE EXECUTION, HELP-SUPPORT-CARE INITIATION FOR MOBILE DEVICES, AND SMART NETWORK CONFIGURATION SELECTOR FOR MOBILE DEVICES

The applicants note that office actions, responses and notices of allowances ("items") currently exist or may later exist for the above-referenced matters. Although the applicants may have previously cited individual items for the above-referenced matters in this application, the applicants understand that the Examiner has access to sophisticated Patent Office computing systems that provide ready access to items for the above-referenced matters as well as, for example, electronic copies of corresponding applications, drawings, and pending claims, and their complete file histories. The applicants therefore respectfully request that the Examiner review the complete file histories for the above-referenced matters. However, if the Examiner cannot readily access these complete file histories, or would like the applicants to provide such copies, please contact the attorney below who would be pleased to provide any portion of these complete file histories upon request.

This Information Disclosure Statement is not to be construed as a representation that: (i) a search has been made; (ii) additional information that may be material to the examination of this application does not exist; (iii) the information, protocols, results and the like reported by third parties are accurate or enabling; or (iv) the cited information is, or is considered to be, material to patentability. In addition, applicant does not admit that any enclosed item of information constitutes prior art to the subject invention and specifically reserves the right to demonstrate that any such reference is not prior art.

It is submitted that the Information Disclosure Statement is in compliance with 37 CFR 1.98 and the Examiner is respectfully requested to consider the listed references.

The Director is hereby authorized to charge any deficiency in the fees filed, asserted to be filed or which should have been filed herewith (or with any paper hereafter filed in this application by this firm) to our Deposit Account No. 50-0665, under Order No. 710078002US1.

Dated: 3/23/10

Respectfully submitted,

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